

DIALOG 11 JANUARY 2003

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Set	Items	Description
S1	734943	(LOCAT???? OR POSITION???? OR PLAC???????) (5N) (MOV?????? OR SHIFT???? OR ALTER?????? OR MODIF??????? OR TRANSLAT??????)
S2	10826	(INDICIA OR INDICUM OR MARK OR MARKING OR STAMP OR IMPRESSION OR IMPRINT OR IMAGE OR EVIDENCE) (5N) S1
S3	45	LICKING/TI (5N) STAMP????/TI
S4	64172	(INDICIA OR INDICUM OR MARK OR MARKING OR STAMP OR IMPRESSION OR IMPRINT OR IMAGE OR EVIDENCE) (5N) (POST OR POSTAGE OR FRANK OR FRANKING OR MAIL OR MAILING OR SHIP OR SHIPPING)
S5	7341	S2 AND 4
S6	798167	(LOCAT???? OR POSITION???? OR PLAC???????) (5N) (EDGE OR CORNER OR ENVELOPE OR PACKAGE OR PARCEL OR BOX OR SIDE OR TOP OR UPPER)
S7	153	S4 (10N) S6
S8	7	S5 AND S7
S9	7	RD S8 (unique items) [Scanned ti,kwic all]
S10	41	RD S3 (unique items) [Scanned ti,kwic all]

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	1449894	(locate or location or located or position or positioning or positioned or place or placed or placing or placement) near5 (move or moving or moveable or movement or shift or shifted or shifting or alter or altering or altered or alteration or modify or modifying or modified or modification or translate or translated or translating or translation)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:40
2	BRS	L2	31294	(indicia or indicium or mark or marking or stamp or impression or imprint or image or evidence) near5 1	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:36
3	BRS	L3	19718	(indicia or indicium or mark or marking or stamp or impression or imprint or image or evidence) near5 (post or postage or frank or franking or mail or mailing or ship or shipping)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:36
4	BRS	L4	737	2 and 3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:36
5	BRS	L5	2326967	(locate or location or located or position or positioning or positioned or place or placed or placing or placement) near5 (edge or corner or envelope or package or parcel or box or side or top or upper)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:45
6	BRS	L6	455	3 near10 5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 19:45

	Type	L #	Hits	Search Text	DBs	Time Stamp
7	BRS	L7	30	4 and 6 <i>Scanned Ti, Ab, Kwic call</i>	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 20:00
8	BRS	L18	22	((@pd<=19710101 not @pd<=19470101) and (283/71 or 705/401 or 705/408).ccls.) or ("4868757" or "6408286" or "9714117").pn. <i>Scanned Ti, all</i>	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB; USOCR	2003/01/11 20:08

	Document ID	Issue Date	Inventor	Current OR	Current XRef	Pages
1	US 6461063 B1	20021008	Miller, Christopher Patrick et al.	400/76	400/61; 400/70	17
2	US 4843572 A	19890627	Linkowski, William J. et al.	358/1.1	101/350.1; 702/177	13

L7 results

Document ID	Issue Date	Inventor	Current OR	Current XRef	Pages
1 WO 9714117 A2	19970417	KARA, SALIM G			67
2 US 6408286 B1	20020618	Heiden, Richard W.	705/408	101/71; 283/71	14
3 US 4868757 A	19890919	Gil, Asher	705/406	177/25.15; 400/82; 705/407; 705/408	16

L18 results

10/9/26 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB (c)2003 The Gale Group. All rts.  
reserv.

10476791 SUPPLIER NUMBER: 21151873 (THIS IS THE FULL TEXT)

\*Licking\* \*stamps\*: a PC and a printer will end trips to the post office.

Terrell, Kenneth

U.S. News & World Report, v125, n12, p67(3)

Sept 28, 1998

ISSN: 0041-5537

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1868

LINE COUNT: 00143

1 ABSTRACT: E-Stamp Corp of Palo Alto, CA, has developed and is testing a system that  
2 allows people to purchase postage through the Internet and print the postage on a laser printer. The  
3 service is in the process of being tested and could revolutionize the way people send mail.

4 TEXT:

5 Marla McCormick wasn't looking to make history; she just wanted a better way to mail  
6 letters. As administrative director for the Digital Access Corp., a small Woodbridge, Va.,  
7 software company, McCormick and her 11 co-workers had grown weary of making weekly runs  
8 to the post office to buy stamps. But because the company spends only about \$100 per month on  
9 mailing, it didn't make sense to pay an additional \$40 a month to lease a postage meter.

10 She found her solution in PC postage, an innovative new system that lets people buy  
11 postage over the Internet and print it out from any laser printer. E-Stamp Corp., a Palo Alto,  
12 Calif., start-up, developed the service and is testing it in the Washington, D.C., area and San  
13 Francisco. McCormick signed up and became the first person ever to mail a letter bearing PC  
14 postage--a postmark that looks like the static on a television. It's the first new form of postage to  
15 be approved by the U.S. Postal Service in more than 70 years. "I'm excited, but because it's good  
16 for our company, not just the Postal Service," she says.

17 As PC postage rolls out next year, its convenience could revolutionize the way small  
18 offices and home businesses throughout the country send their mail. Eventually, people may find  
19 PC postage handy for everyday use. Instead of carrying bundles of letters to the post office or  
20 leasing a postal meter, people will download postage with their desktop computer at any time of  
21 the day or night: Click instead of lick and stick.

22 Processing costs. The Postal Service set off this change in 1995 when it proposed  
23 substituting the PC and a desktop printer for the postage meter. There are more than 34.7 million  
24 home offices and 7 million small offices in the United States, but only 28 percent of these small  
25 businesses currently use postage meters for their mail. The rest use stamps, which are more costly  
26 for the Postal Service to process.

27 The new indicia, as postal meter markings are called, could help the mail move more  
28 efficiently. A multicolored stamp or the ink meter markings do little more than indicate that

29 postage has been paid. The PC postage indicia offer a wealth of information that is specific to each  
30 letter mailed because they come in the form of a two-dimensional bar code. The familiar bar codes  
31 on frozen foods or clothing price tags tell a store what someone is buying, how much it costs, and  
32 how many more the store has in stock. A two-dimensional bar code adds horizontal lines to the  
33 vertical stripes, making it twice as smart. With one scan, the indicia tell the post office the address  
34 of the sender and where the letter is bound, the price paid, the time and date it was printed, and  
35 even the particular piece of software it was printed with. A unique code is assigned to each piece  
36 of mail. The Postal Service can read the encrypted data to catch counterfeit postage. (The new  
37 indicia were created to reduce over \$100 million the Postal Service says it loses to fraud each year.  
38 Many postage meters in use are easy to tamper with or are stolen.) It will also be able to track  
39 each letter, much as Federal Express and other couriers can track packages.

40 The data carried by the indicia open the possibility that either the Postal Service or the PC  
41 postage company could track a user's mailing habits. Both the Postal Service and the private firms  
42 working with it vow not to disclose any PC postage information, except to the Postal Service when  
43 it is investigating fraud.

44 The rigorous security standards certainly have not deterred companies from pursuing the  
45 market opportunity. About a half-dozen companies asked to participate in the experiment, says  
46 Roy Gordon, program manager for the Postal Service's program. E-Stamp Corp., the service  
47 McCormick uses in her Virginia office, has already moved into the second of three phases of  
48 testing. French-owned Neopost starts its tests this month in Washington, D.C., with a service  
49 dubbed "PC Stamp." StampMaster of Westlake Village, Calif., is testing its service in Washington  
50 as well. Several other companies, including mailing-industry giant Pitney Bowes, will follow soon.

51 The three existing services are similar. Users install special software, and in some cases  
52 more hardware, onto their computer, then log onto the service's Internet Web site to buy postage.  
53 Most customers will use a credit card to pay for the postage and a service fee, likely to be less  
54 than 10 percent though it hasn't been set by the PC postage firms. To mail something, users call  
55 up the software program and fill out the address information. They click on the amount of postage  
56 needed and then click on "print." The computer's laser printer then delivers a fully addressed  
57 envelope or mailing label with an indicium printed in the upper-right-hand corner.

58 The difference among the services is whether they require the installation and use of a  
59 hardware "vault," which plugs into one of the computer's serial ports and stores the postage value.  
60 The Postal Service requires each company selling the PC postage to have a registered device,  
61 either installed on the user's computers or on the PC postage company's computers, that accounts  
62 for the amount of money each user has available to print postage. These electronic security devices  
63 are intended to prevent users from charging more postage to their account than they have actually  
64 bought. The earlier designs from PC postage companies called for users to purchase a vault. But  
65 other PC postage companies chose to meet the requirement by using their computers, called  
66 servers, as the security device.

67 StampMaster was the first service to eliminate the need for the vault by storing postage on  
68 its own computers. E-Stamp recently began testing a similar hardware-free service. Neopost is  
69 testing a system that requires the vault.

70 The use of a vault adds expense because all postage in an office would have to be generated  
71 from one computer unless the office buys vaults for multiple computers. But it also offers users  
72 more privacy. PC postage users who are concerned especially about privacy should invest in a

73 vault system. In such a system, all mailing records are stored on the user's PC, eliminating the  
74 postal PC companies' access to that information. E-Stamp estimates a software-and-vault setup will  
75 cost around \$100 to install, while users can download StampMaster's Internet-only service free.

76 Microsoft's a player. The PC postage companies are also looking to partner with other  
77 technology companies. Microsoft and Compaq Computer Corp. have invested in E-Stamp;  
78 StampMaster expects to announce partnerships with hardware and software companies in October.  
79 So it's likely that within a few years the services will be bundled into office software or  
80 factory-installed into new computers, just as an Internet browser is now standard on most new  
81 PCs.

82 What's the drawback? Aside from fewer colorful stamps in the mail, there aren't many.  
83 Users cannot mail letters internationally, since other countries may not recognize the indicia. "If  
84 you use PC postage, you're still going to have to keep some stamps in the drawer," concedes Bill  
85 Shannon, director of Pitney Bowes's division for small and home offices.

86 The Postal Service has yet to approve Pitney Bowes's PC postage service, ClickStamp, for  
87 test marketing. No one is counting Pitney Bowes out, even though it will be late getting to market.  
88 With 1.4 million of its meters in offices and revenues totaling \$4.1 billion in 1997, the Stamford,  
89 Conn., company is a tough competitor. Last month the company announced that it holds patents  
90 on 15 metering technologies that it believes are essential to the operation of PC postage services.  
91 Pitney Bowes already has started licensing negotiations with E-Stamp and StampMaster, says  
92 David Pitchenik, the company's intellectual-property attorney. Neither Pitney Bowes nor the  
93 Postal Service expects the company's patent claims to delay or deter the national rollout of PC  
94 postage. Pitchenik notes that Pitney Bowes currently licenses its mechanical and electronic meter  
95 patents to its competitors.

96 While it waits for approval of its ClickStamp service, Pitney Bowes continues to push its  
97 Personal Post Office. For \$19.75 a month (\$24.75 with a postal scale), a customer gets a small  
98 electronic postage meter that users can refill electronically with a phone call via modem to Pitney  
99 Bowes.

100 McCormick, the first tester to use E-Stamp, says PC postage has delivered for her. In  
101 addition to cutting down on the number of trips to the post office, it has also provided a convenient  
102 way to track postage expenses. And even though as a tester her company hasn't had to pay the  
103 transaction fees for the service, McCormick says she still would consider adding the service to her  
104 home computer when national rollouts for E-Stamp and other PC postage companies are expected  
105 to start in early 1999. "There's nothing worse than sitting down at midnight to pay the bills and  
106 realizing you forgot to buy stamps," she says.

107 A click instead of a lick

108 PC postage lets people buy "stamps" over the Internet and print that postage onto letters  
109 using their own computers. The result: no more waiting in post office lines.

110 1. A person in a home or small business office can access one of the PC postage companies  
111 via the Internet 24 hours a day, sign in, and pay for postage, usually with a credit card.

112 2. The money goes to the U.S. Postal Service, but the PC postage company does the  
113 accounting. The company's computer grants the user permission to print postage.

114 3. The user then addresses and prints out an envelope on a desktop computer. The postage  
115 cost is deducted from a "vault" installed on the user's PC or from an account on the company's  
116 computer.

117           4. The user can then drop the letter in a mailbox. There's no need to trek to the post office  
118          for postage-meter refills or stamps.

119           **Indicia**

120          One scan of this two-dimensional bar code will enable the post office to retrieve  
121          significantly more information than it can from postage meters or stamps, such as where the letter  
122          came from, where it's bound, and how much postage was paid. The information will be encrypted  
123          so only the post office or the postage company can read it.

124           **Facing Identification Mark**

125          Tells sorting machines that the address is facing the right way for scanning

126          Device ID Registration number for the machine that printed the postage

127          \$0.320 FIRST CLASS US POSTAGE TOWN STATE ZIP 061SOOOOO1OO13

128          Sources: United States Postal Service, StampMaster Inc.

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10/9/9 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R) (c) 2003 The Gale Group. All rts. reserv.

05538374 Supplier Number: 48395495

Clicking may \*stamp\* out \*licking\*; US Postal Service to start testing electronic stamps.

Florida Times Union (Jacksonville, FL), pB4

April 1, 1998

ISSN: 0740-2325

Language: English

Record Type: Abstract

Document Type: Newspaper; Trade

**ABSTRACT:**

The US Postal Service is starting test on a new electronic method of stamping mail. The new stamp prints out on a normal personal computer printer as it prints out the address on the envelope. Initially the system is expected to appeal to small business users and some individuals, but it is hoped that eventually it will become much more widely used.

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12/9/6 (Item 3 from file: 15)

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01044519 96-93912

How do you select carriers? It depends.

Marien, Edward J

Transportation & Distribution v36 n5 PP: 76-80 May 1995

ISSN: 0895-8548

JRNL CODE: HLS

DOC TYPE: Journal article

LANGUAGE: English

LENGTH: 3 Pages

WORD COUNT: 1957

1 ABSTRACT: To start understanding the shipper/carrier relationship, the shipper can be  
2 asked a series of questions that may include: 1. What classes of customers do you have? 2. What  
3 are your company's plans for the future? 3. Does your management want you to shop for the  
4 lowest cost provider? 4. How many plants and distribution centers do you have? 5. How many  
5 carriers do you presently have by customer segment and by size of shipment? The point in asking  
6 questions of this nature is to determine the culture and the philosophy of the shipper in dealing  
7 with carriers and to identify the involvement of the shipper in planning and marketing the products  
8 and services to the firm's customer segments. Some shippers are now using the Malcolm Baldrige  
9 national Quality Award criteria in conjunction with systems prices to select carriers and 3rd-party  
10 logistics providers.

11 TEXT: An often asked question is, "What is a good set of criteria for selecting carriers?"  
12 My usual response is, "It all depends."

13 It depends on how the shipper and carrier are doing business together. To start  
14 understanding the shipper/carrier relationships, I begin by asking the shipper a series of questions  
15 similar to the following:

16 1 What classes of customers do you have? What are their service demands? Are you asking  
17 your carriers to perform any special value-added services beyond typical dock-to-dock services?  
18 (See "Get to Know Carrier Costs", T&D, March 1995, pg. 86.)

19 2 What are your company's plans for the future? (i.e. growth objective relative to products,  
20 new markets, move to international markets)

21 3 What are your objectives concerning the number of carriers? If you are asking your  
22 carriers to perform special services, do you desire to move to "core carriers" or to single-sourcing  
23 carrier services in various customer segments?

24 4 Does your management want you to shop for the lowest cost provider?

25 5 Describe your shipment demand pattern. Keep shipment information by Zip Sectional  
26 Center (ZSC) or some other geographic aggregating basing system. Keep information on shipment  
27 frequency/size distribution by ZSC.

28 6 How many plants and distribution centers do you have?

29 7 How many suppliers and assembly points do you have?

30           8 How many carriers do you presently have by customer segment and by size of shipment?

31           9 How do you want to work with the carriers by various size shipment? Do you want to  
32 select carriers on a shipment-by-shipment basis? Do you bid out your freight annually? Are you  
33 seeking long-term alliances with carriers?

34           The point in asking questions of this nature is to determine the culture and the philosophy  
35 of the shipper in dealing with carriers; to identify the involvement of the shipper in planning and  
36 marketing the products and services to the firm's customer segments.

37           By transaction

38           If the shipper deals with carriers on a "common law" basis with shipments priced on a  
39 transactional or on shipment-to-shipment basis, then carrier selection essentially is dealing with  
40 carriers who seek to be a "low-cost provider". The main criteria are listed in Table 1. If a carrier  
41 can't serve the shipper, the shipper seeks to have a ready supply of carriers who can serve its basic  
42 shipping needs on this will-call basis. If a carrier goes out of business, then another carrier is  
43 sought to pick up the slack.

44           If a shipper is bidding out its freight on an annual basis with various other service  
45 requirements as identified in Table 2, it is presumed the shipper is seeking a limited stable of  
46 carriers. (i.e., 4-5 primary carriers with backup carriers to provide service in some traffic lanes).  
47 Then the criteria expand beyond seeking carriers with available equipment to meet on-time service  
48 requirements. Financial stability takes on more importance. Carriers are also rated on geographic  
49 coverage and their care in freight handling.

50           If shippers begin to seek core carriers with a demonstrated commitment to quality  
51 improvement processes to take out waste, to reduce costs, and to improve service, they then begin  
52 to look for documentation on those quality processes and internal and external measures of process  
53 improvement. In this setting, price per se, takes on less importance in carrier selection. (See Table  
54 3)

55           A good illustration of carrier selection criteria that become important for the carrier  
56 "certification" are those illustrated in the International Standards Organization (ISO) 9002  
57 certification (Table 4) or criteria associated with QS 9000 supplier certification suggested by the  
58 Automotive Industry Action Group (Table 5). These criteria place importance on documenting  
59 processes, the definition and use of metrics of business, operational and financial performance.  
60 The automotive industry's QS 9000 certification goes on to place more emphasis on the suppliers  
61 having processes for quality improvement. The use of this expanded set of criteria--incorporating  
62 possible pickup and delivery value-added distribution requirements and "system prices" for  
63 services--are leading to longer term relationships between shippers and carriers. It is not unusual  
64 that the term for shipper and motor carrier relationships approach five years--with some shippers  
65 seriously looking to establish 10-year relationships.

66           Can there be more? Yes. Shippers and carriers are beginning to establish alliances in  
67 serving the shipper's customers. Shippers at this stage are even willing to establish relationships  
68 where shared risk in serving the shipper's customers leads to shared gains for shipper and carrier.  
69 These alliances are not new. Many years ago, the Sears-Leaseway Signal Delivery relationship  
70 was a shared-investment opportunity in which both parties sought to gain in serving Sears'  
71 customers through its distribution system. Chemical companies were known to "base load"  
72 terminal facilities and then share in the profits of the terminal as the terminal increased throughput

73 from the original chemical customer and from new accounts. The shipper actually realized  
74 reduced unit costs on its chemicals, i.e. the cost per gallon is reduced as profits increase, thus  
75 increasing the competitiveness of the chemical manufacturer.

76       Selecting partners

77       What are the criteria for selecting "allied" partners? The criteria become increasingly  
78 stringent. Besides the above-discussed criteria, some shippers are now using the Malcolm Baldrige  
79 National Quality Award criteria listed in Table 6 in conjunction with system prices to select  
80 carriers and third-party logistics providers. The Table 6 criteria can be obtained by writing the  
81 American Society for Quality Control, P.O. Box 3005, Milwaukee, WI 53201-3005.

82       Note that the award criteria have a 1,000-point weighting system which would place 250  
83 points on the closeness of the carrier and its shipper customers. Another 250 points are allocated  
84 toward business results--including 130 for company operational and financial results.

85       Process documentation (140 points), along with the assessment of business results (250  
86 points) are often cited as the fundamental basis for ISO 9002 certification for service  
87 organizations. Thus, ISO 9002 certification is, for the most part, incorporated into the Malcolm  
88 Baldrige criteria for assessment. (If price is included in the assessment criteria, the shipper must  
89 develop an adjusted relative weight for price that might take on a 20-25% weighting in carrier  
90 selection.)

91       Note also that information technology, so often quoted as being the dominant factor in the  
92 selection of core carriers, is only 75 points in the Baldrige criteria. Are committee members of  
93 the Baldrige development team who determine the criteria telling us that information technology  
94 is now a "given" or a "must" for getting into the game?

95       Without the necessary information technology support processes, you will not qualify to  
96 get into the running. What about the term of the shipper/carrier relationship? It's definitely longer,  
97 often leading to a selection of single-source carriers by mode of transport or for shipper customer  
98 segments, i.e. sole-source carriers for truckload, less-than-truckload, parcel, or rail services. Even  
99 in motor carrier services, a shipper recently indicated that it was seeking a 20-year relationship  
100 with its allied motor carrier.

101       Finally, as shippers begin to build "logistics provider" relationships that incorporate more  
102 than transportation services, the criteria for selecting, assessing and managing the relationship  
103 become more stringent in selecting the "right" partner.

104       Now allied parties must begin to develop an expanded set of tools for serving shippers and  
105 their customers: Do the providers have DRP systems to assist the shippers in  
106 supplier-managed-inventories? What tools do the potential providers have for assisting the shippers  
107 and their customers in demand management, total order fulfillment, customer service and  
108 satisfaction process management on a real-time basis? Can they use reverse logistics to minimize  
109 potential wastes in the logistics channels?

110       Partners are no longer thought of as carriers but as logistics providers in cradle-to-cradle  
111 logistics.

112       In these final stages of allied relationships two things become apparent: 1) Pricing becomes  
113 a system in which provider support of alternative logistics processes leads to an unbundling of  
114 price (leading to pricing based upon services provided to alternative supplier customer demand

115 segments) and 2) Assessments become bilateral and even trilateral. Carriers assess shippers using  
116 their criteria for shipper selection and assessment, often leading carriers to walk away from  
117 business because they cannot afford to build relationships based on price alone. And yes, the  
118 foundations are forming for shippers, carriers, and receivers to begin offering trilateral  
119 assessments and commercial relationships to improve processes serving the final user of the  
120 shipper's products and/or services.

121 Carrier Selection  
122 Price-Related Selection Factors  
123 1. Price/Net Charges  
124 2. Equipment Availability  
125 3. On-time Delivery or Pickup

126 Table 1  
127 Factors Based on Requests for Bid (RFB)  
128 1. On-time Delivery  
129 2. Geographic Coverage/Time in Transit  
130 3. Shipment Tracing  
131 4. Freight Condition and Care in Handling  
132 5. Financial Stability  
133 6. Prices/Net Charges

134 Table 2  
135 Factors in Selecting Core Carriers  
136 1. Financial stability  
137 2. Debt/equity ratio  
138 3. Insurance carried by potential legal partner (shipper should get on the insurance  
139 company's list for PI/PD, cargo, deductibles, catastrophic.  
140 4. Carrier's costing/financing system  
141 5. Operating authority (common, contract, intrastate, exempt)  
142 6. Carrier's rate/pricing structure  
143 7. Revenue cost relations  
144 8. Geographic coverage  
145 9. Capacity to service terminals, equipment (i.e. 48-ft and 53-ft trailers), protective service  
146 needed, trailer pool desired  
147 10. Desired service: flexible, limited  
148 11. Business philosophy-logistics orientation. Following Dr. Deming's Quality  
149 Productivity Improvement (OPI) program?  
150 12. Quality of carrier management and staff  
151 13. Communications capability--EDI, barcodes, on-board computers, satellite tracking, etc.  
152 14. Breakdown and contingency planning programs  
153 15. Sales support-personnel and telemarketing  
154 16. Union/non-union employee operations  
155 17. Use of owner-operators. Quality of owner-operator program

156            18. Operations for handling freight--breakbulks, pups, QPI  
157            19. Safety record and training for safety  
158            20. Claims record--loss and damage  
159            21. Present customers' contracts, references

160            **Table 3**

161            Considerations for QS 9000

162            **A. Policies and Procedures**

163            1. Documented quality policy and procedure  
164            2. Top management and employee involvement  
165            3. Visible signs of quality involvement posters, charts, literature, etc.

166            **B. Training**

167            1. Quality resource people in place  
168            2. Employees, drivers, shop personnel, office personnel, trained in basic quality  
169            philosophy

170            **C. Performance Indicators**

171            1. Key performance indicators monitored--i.e. on-time delivery, maintenance cost,  
172            employee productivity, safe customer service, etc.  
173            2. Cost of poor quality monitored  
174            3. Customer problem investigation and reporting systems

175            **D. Improvement Plans**

176            1. Use of Process Control systems to monitor and improve service  
177            2. Joint shipper/carrier improvement projects underway

178            **Table 5**

179            Malcolm Baldrige National Quality Award

180            Factors in Selecting Carriers (1995 Award Examination Criteria--Item Listing)

181            1.0 Leadership 90

182            1.1 Senior Executive Leadership 45  
183            1.2 Leadership System and Organization 25  
184            1.3 Public Responsibility and Corporate Citizenship 20  
185            2.0 Information an Analysis 75  
186            2.1 Management of Information and Data 20  
187            2.2 Competitive Comparisons and Benchmarking 15  
188            2.3 Analysis and Use of Company-Level Data 40  
189            3.0 Strategic Planning 55  
190            3.1 Strategy Development 35  
191            3.2 Strategy Deployment 20  
192            4.0 Human Resource Development and Management 140  
193            4.1 Human Resource Planning and Evaluation 20  
194            4.2 High Performance Work Systems

195	4.3 Employee Education, Training, and Development 50
196	4.4 Employee Well-Being and Satisfaction 25
197	5.0 Process Management 140
198	5.1 Design and Introduction of Products and Services 40
199	5.2 Process Management Product and Service Production and Delivery 40
200	5.3 Process Management: Support Services 30
201	5.4 Management of Supplier Performance 30
202	6.0 Business Results 250
203	6.1 Product and Service Quality Results 75
204	6.2 Company Operational and Financial Results 130
205	6.3 Supplier Performance Results 45
206	7.0 Customer Focus and Satisfaction 250
207	7.1 Customer and Market Knowledge 30
208	7.2 Customer Relationship Management 30
209	7.3 Customer Satisfaction Determination 30
210	7.4 Customer Satisfaction Results 100
211	7.5 Customer Satisfaction Comparison 60
212	Total Points 1000

213              **Table 6**

214              Carrier Statistical Process Control Systems: Additional Areas for ISO 9002

215              1. Process control training provided for management and employees

216              2. Charts of key indicators maintained and used for findings and eliminated causes of  
217 deviation

218              3. Charts displayed and visible for all employees

219              4. Process capability determined for all quality characteristics

220              5. Employees and supervisors are involved in continuing process improvement project  
221 work

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